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United States provisional patent application(s) having a filing date before that of the application on which priority is claimed:

PROVISIONAL PRIORITY PATENT APPLICATION(S)

<u>60/121,110</u>	<u>February 22, 1999</u>	<u>Priority Claimed</u>
(Application No.)	(Filing Date)	[x] Yes [] No

_____	_____	<u>Priority Claimed</u>
(Application No.)	(Filing Date)	[] Yes [] No

And I hereby appoint the registered attorneys and agents associated with **MORGAN, LEWIS & BOCKIUS, L.L.P., Customer No. 028977**, as my attorneys or agents with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith.

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

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1. The first step is to identify the problem. This involves understanding the symptoms and the context in which they are occurring.

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